



Who do you contact for protecting a patient from abuse and discrimination in a Utah hospital

Contact options depend on whether the concern is immediate danger, abuse/neglect, or discrimination/civil rights.

If someone is in immediate danger

- Call 911 or hospital security right away for any situation that is life-threatening or involves ongoing physical harm. ^[1]

To report abuse or neglect in a Utah hospital

For suspected physical, sexual, emotional abuse, neglect, or exploitation:

- **Adults or people with disabilities:** Call Utah Adult Protective Services at 1-800-371-7897 or submit an online report. ^[2]
- **Children (under 18):** Call Utah Child Protective Services at 1-855-323-3237 or law enforcement. ^[2] ^[1]
- You can also report mistreatment or poor care at a licensed facility (including hospitals) to the Utah Department of Health and Human Services complaint line at 801-538-4242. ^[3] ^[4]

To report discrimination or civil rights violations

If the issue involves discrimination (race, color, sex, pregnancy, religion, ancestry, national origin, disability, age, etc.):

- **Within Utah DHHS programs or facilities:** File a civil rights complaint with the Utah Department of Health and Human Services Office of Ombuds, which handles nondiscrimination complaints under federal civil rights laws. ^[5] ^[6]
- **At the hospital itself:**
 - Ask for the hospital's **patient advocate/patient relations** or **compliance office** and file a written complaint; hospitals are required to protect patients from discrimination, abuse, and harassment. ^[7]
 - You can also contact your health plan's grievance or civil rights office (e.g., Medicaid/Medicare plan) if the discrimination involves coverage or plan-related services. ^[8]

Inside the hospital chain of command

If it is not an emergency, you can also:

- Report concerns to the **charge nurse, nurse manager, or unit supervisor** and ask that it be documented as a formal complaint.
- Ask to speak with the **hospital administrator on duty, risk management, or patient safety/quality** office, which are typically responsible for investigating abuse and discrimination concerns.^[9]

If you share the specific hospital or what type of abuse or discrimination is happening, more tailored steps (including federal contacts such as CMS or the U.S. Department of Health and Human Services Office for Civil Rights) can be provided.

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1. <https://www.molinahealthcare.com/providers/ut/medicaid/PDF/domestic-violence-reporting-requirements-archived.pdf>
2. <https://dhhs.utah.gov/contacts/>
3. <https://seniorjustice.com/reporting-elder-abuse/utah/>
4. <https://dlbc.utah.gov/submit-a-concern/>
5. <https://dhhs.utah.gov/office-of-ombuds/commitment-to-civil-rights/>
6. <https://dhhs.utah.gov/office-of-ombuds/commitment-to-civil-rights/dhhs-civil-rights-complaint/>
7. <https://utahsurgicalcenter.com/patients/patient-rights-and-responsibilities-and-patient-visitation-rights.dot>
8. <https://healthchoiceutah.com/providers/fraud-waste-and-abuse>
9. <https://www.utmedicalcenter.org/sites/default/files/media/documents/abuse-neglect-vol-presentation-2023.pdf>
10. <https://daas.utah.gov/resident-rights/>